

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Tariff filing by SOUTHERN BELL) DOCKET NO. 891153-TL
 TELEPHONE AND TELEGRAPH COMPANY to)
 introduce Customer Network Management) ORDER NO. 22207
 Services)
 _____) ISSUED: 11-21-89

The following Commissioners participated in the disposition of this matter:

MICHAEL McK. WILSON, Chairman
 THOMAS M. BEARD
 BETTY EASLEY
 GERALD L. GUNTER
 JOHN T. HERNDON

ORDER APPROVING TARIFF FILING

BY THE COMMISSION:

On September 11, 1989, Southern Bell Telephone and Telegraph Company (Southern Bell) filed a proposed revision (the Revision) to its General Subscriber Service Tariff to introduce Customer Network Management - Administrative Management Service (CNM-AMS).

CNM-AMS will offer enhanced service providers and interexchange carriers electronic access to a number of Southern Bell's Network Operational Support Systems. With CNM-AMS, the customer has a single point of access through an on-premises computer terminal to personalized billing information, service ordering, trouble reporting, and individual network management services such as ESSX Customer Administrative Service (ECAS), Digital ESSX Customer Administrative Service (DECAS), and FlexServ Service. CNM-AMS consists of five components within the central office: User Access, Network Transport, CNM-AMS Processor, CNM-AMS Processor Access to the Network, and CNM-AMS Processor Access to Background Systems. This network management offering allows the end user to integrate five features which would normally require five terminals into one terminal via a single point of interface.

For the initial establishment of each CNM-AMS customer, a nonrecurring Service Establishment and Database set up charge will apply. A recurring Processor Usage charge is required

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based on the customer's estimate of the number of transactions to be performed per month. If this predetermined number of transactions is exceeded in a given month, then an additional per transaction charge will apply for that month. Port Access, which is required for each access capability desired, includes a nonrecurring charge and a recurring rate. For each function desired, a recurring rate will apply. Additionally, connection to ECAS/DECAS or FlexServ will incur a nonrecurring charge. User IDs are assigned in batches; the first fifteen are provided for a one-time charge and then additional sets of five are also available at a one-time charge for each additional set. Customers of CNM-AMS can pay on a month to month basis or can lower their monthly payment by selecting a contract period of twenty-four (24) to ninety-six (96) months.

Southern Bell estimates that fifty-six (56) customers will take CNM-AMS during the first twelve (12) months, yielding a total projected revenue of \$100,844.00. Southern Bell has estimated its costs to provide the new service at \$85,712.00 over this same period. The Company states that its pricing strategy for this offering takes into account the customer's ability to obtain the same service through the time consuming process of contacting telephone company personnel for each transaction, while at the same time recognizing that use of this service will reduce demands on company personnel. Hence, the service is priced at a low overall level of contribution. While we cannot compare Southern Bell's rates to those charged by other companies because this is a new service, we are satisfied that the proposed rates cover costs, along with appropriate contribution. Accordingly, we will approve the Revision with an effective date of November 13, 1989, as requested by the Company.

Based on the foregoing, it is

ORDERED by the Florida Public Service Commission that the tariff revision (T-89-476) filed September 11, 1989, by Southern Bell Telephone and Telegraph Company proposing to establish Customer Network Management - Administrative Management Service is hereby approved effective November 13, 1989. It is further

ORDERED that this docket is hereby closed.

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By ORDER of the Florida Public Service Commission,
this 21st day of November, 1989.



STEVE TRIBBLE Director
Division of Records and Reporting

(S E A L)

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NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.59(4), Florida Statutes, to notify parties of any administrative hearing or judicial review of Commission orders that is available under Sections 120.57 or 120.68, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing or judicial review will be granted or result in the relief sought.

Any party adversely affected by the Commission's final action in this matter may request: 1) reconsideration of the decision by filing a motion for reconsideration with the Director, Division of Records and Reporting within fifteen (15) days of the issuance of this order in the form prescribed by Rule 25-22.060, Florida Administrative Code; or 2) judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or the First District Court of Appeal in the case of a water or sewer utility by filing a notice of appeal with the Director, Division of Records and Reporting and

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filing a copy of the notice of appeal and the filing fee with the appropriate court. This filing must be completed within thirty (30) days after the issuance of this order, pursuant to Rule 9.110, Florida Rules of Appellate Procedure. The notice of appeal must be in the form specified in Rule 9.900(a), Florida Rules of Appellate Procedure.